

302: State Long Term Care Ombudsman Responsibilities

A. A full time SLTCO shall have:

1. the understanding of aging, disability and long term care issues and cultural diversity;
2. the proven ability to analyze human service data and translate it into lay terms;
3. the knowledge of advocacy processes and experience in coalition building;
4. the experience managing staff and volunteers;
5. basic computer skills;
6. the ability to work with consultants and accept and act upon constructive criticism;
7. strong negotiation and written and verbal communication skills;
8. proven problem-solving abilities;
9. the familiarity with outcome based evaluation and continuous quality improvement;
10. an understanding of public relations concepts and the ability to demonstrate strong (non-partisan) political skills;
11. public speaking experience;
12. a commitment to consumers of long term care;
13. the ability to understand legal concepts;

14. three years experience as an ombudsman or in advocacy work is highly desirable; and
 15. a minimum requirement of a Bachelors degree in aging, advocacy, or related fields; graduate work in a related field is preferred but not required.
- B. The SLTCO shall designate entities as Regional Long Term Care Ombudsman Programs pursuant to Section 304 of this Manual,
 - C. The SLTCO shall designate individuals who represent the Regional LTCOP pursuant to Section 306 of this Manual.
 - D. Operate the Office of the LTCO as delineated in Section 303 of this Manual and in accordance with Department on Aging guidelines.
 - E. The SLTCO has the following specific responsibilities to long term care residents, pursuant to the Older American Act:
 1. identify, investigate, and resolve complaints that are made by, or on behalf of, residents; and relate to action, inaction, or decisions that may adversely affect the health, safety, welfare, or rights of the residents (including the welfare and rights of the residents with respect to the appointment and activities of guardians and representative payees), of:
 - a. providers, or representatives of providers, of long term care services;
 - b. public agencies; or

- c. health and social service agencies;
- 2. provide services to assist the residents in protecting the health, safety, welfare, and rights of the residents;
- 3. inform the residents about means of obtaining services provided by providers or agencies;
- 4. ensure that the residents have regular and timely access to the services provided through the Office and that the residents and complainants receive timely responses from representatives of the Office to complaints;
- 5. represent the interests of the residents before governmental agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents;
- 6. provide administrative and technical assistance to entities designated under paragraph (5) to assist the entities in participating in the program;
- 7. analyze, comment on, and monitor the development and implementation of Federal, State, and local laws, regulations, and other governmental policies and actions, that pertain to the health, safety, welfare, and rights of the residents, with respect to the adequacy of long term care facilities and services in the State such as but not limited to:
 - a. recommending any changes in such laws, regulations, policies, and actions as the Office determines to be appropriate; and
 - b. facilitating public comment on the laws, regulations, policies, and actions.

8. provide for training representatives of the Office;
 - a. promote the development of citizen organizations to participate in the program; and
 - b. provide technical support for the development of resident and family councils to protect the well-being and rights of residents.